

An aerial photograph of a lush, green coastline. A road winds along the edge of a steep, forested cliffside. At the bottom of the cliff, a white lighthouse is visible. The ocean extends to the horizon under a clear sky. The text 'UBCM 2023' is overlaid in the upper left quadrant.

UBCM 2023

BALANCING ~~A~~CT

**Next Generation 9-1-1
in Your Community**

911 Emergency Communications: Local Government Issues

Councillor Craig Hodge, City of Coquitlam
UBCM Metro Vancouver/GVRD Representative
September 20, 2023



Background

- Delivery of 911 services is a local government responsibility.
- Typically managed at the regional district level.
- Most local governments contract with E-Comm.
- Limited means to recover costs.
 - Landline levy.
 - Property taxes.

Local Government Issues

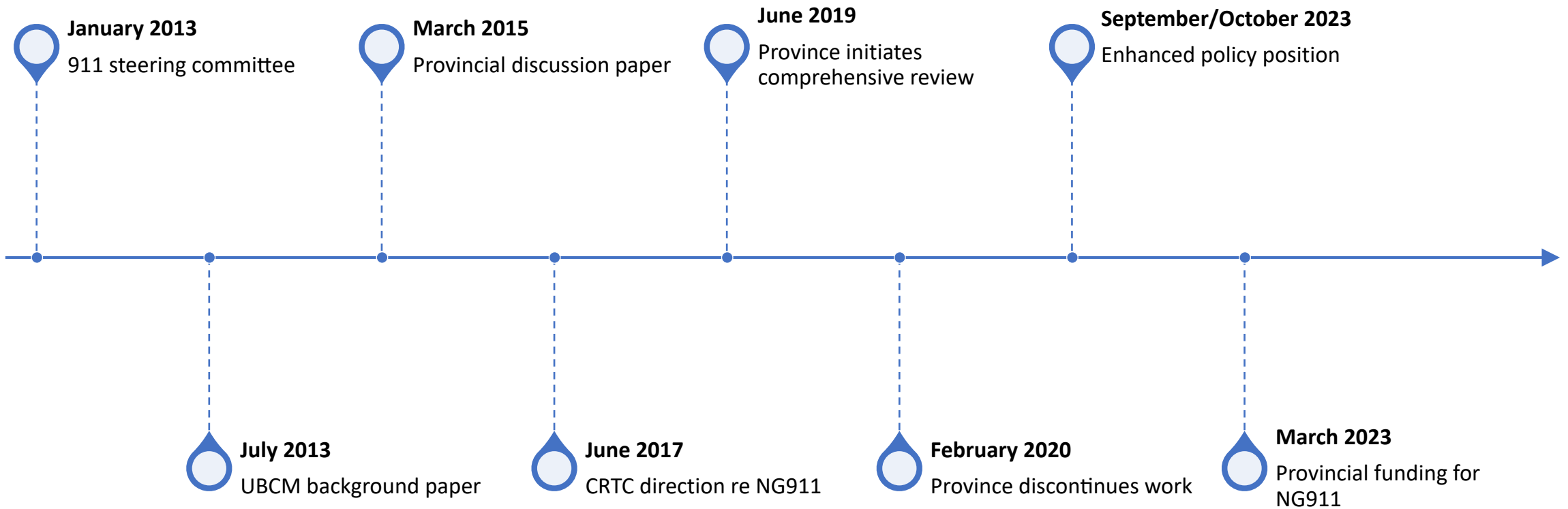
Local government
input /
governance

Cost of future
upgrades (e.g.,
NG911)

Resiliency and
infrastructure

Funding sources

Timeline (past 10 years)



Current Policy Position

Community Safety

SR2 911 Emergency Communications Service Delivery

UBCM Executive

Whereas there is a growing need for a more resilient and reliable emergency communications system, especially in light of the increasing severity and frequency of disasters and emergencies, 911 service disruptions and a growing annual emergency call volume;

And whereas 911 is a universally recognized number for British Columbians to call when there is an emergency (e.g. medical issue), but 911 calls related to mental health are oftentimes directed to police agencies as the first point of contact;

And whereas the improvement of the 911 emergency communications system has been a long-standing priority for local governments, as well as the UBCM Executive, which has made calls for improvements related to funding, governance and standards:

Therefore be it resolved that the Province of BC work with local governments to modernize the 911 emergency communications system in a manner that is consistent with recent UBCM advocacy, and which includes the following:


- Implementation of a 911 call answer levy on cellular devices, to address current and future financial challenges associated with the delivery of 911 services;
- Development of consistent 911 service standards, without increasing service costs for local governments;
- Creation of a provincial 911 governance model, with local government representation, to address policy and service standard issues, and manage revenue; and
- Integration of mental health call options within the 911 framework.

UBCM Resolutions Committee recommendation:

Endorse

Next Steps

- Convey resolution 2023-SR2 to the provincial government.
- Ongoing advocacy → provincial government.
- Continued engagement with key stakeholders.



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Next Generation 911 Funding

Administered by the
Union of BC Municipalities

Funded by the Ministry of
Citizens' Services



Funding Streams - Allocation

1. \$45,000 for each local government and modern Treaty First Nation to support local preparedness for NG911.
2. \$3.5 million for each eligible primary PSAP for 911 Call Answer outside of the E-Comm system.
3. \$3.0 million for each eligible secondary PSAP outside of the E-Comm system. For the purpose of funding, secondary PSAPs are limited to fire dispatch only.
4. \$500,000 for each eligible secondary PSAP, or municipally-run RCMP Operational Communications Centres (OCC) that will not have all NG911 costs funded by E-Comm.

Base Funding – Eligible Activities and Examples

Public education:

- Any local education activities to help citizens understand how the new NG911 system will work, and the key dates when new phases will roll in
- Specific education activities tailored to local demographics or economy: translation, culturally appropriate education materials, education tailored for tourism, seasonal workers, work camps, etc.
- Updating local government websites, social media, newsletters

Base Funding – Eligible Activities and Examples

Legal and contract costs:

- Costs associated with reviewing and signing contracts (e.g. E-comm, Telus, or dispatchers for NG911)

Mapping and GIS

- Mapping/GIS needs related to boundary disputes, out-dated place/road names, Indigenous place names, etc.
- GIS/mapping software licenses (no ongoing subscriptions or operational costs) provided the GIS software licence is dedicated to NG911 (or cost is pro-rated)

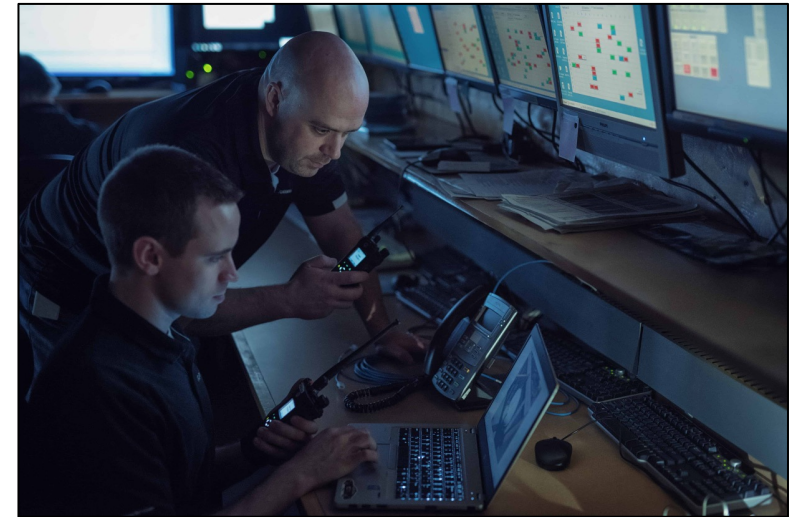
Base Funding – Eligible Activities and Examples

Training and development of training materials

- The intent is to help local governments be informed ambassadors in their communities so that citizens and community agencies receive accurate, timely information about NG911
- Targeted training for staff, elected officials, emergency response personnel, local fire departments
- Targeted training for community organizations (e.g. search and rescue, mental health workers, frontline support staff for unsheltered community members)


Funding Streams – Application Based

- Future application-based program
- Additional eligible costs that are identified by eligible applicants
- Expected to be available in 2025 and detailed program information will be available at a later date



Timelines & Process

- No applications for allocation-based funds
- All eligible recipients received an approval agreement with eligible funding amount in August
- When UBCM receives the signed agreement, 50% of the eligible grant will be released.
- Balance of the grant will be paid upon receipt of interim and/or final reports.
- Three years to expend the funds based on the eligibility outlined in the program guide.
- Application-based program to follow in 2025

An aerial photograph of a coastal road winding along a steep, forested cliffside. The road is paved and has a guardrail. A small white boat is docked at the end of the road. The water is a deep blue-green color, and a larger boat is visible in the distance. The sky is a pale, hazy blue. The overall scene is serene and scenic.

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Next-Generation 9-1-1

LGA Contracts



What is a Local Governing Authority 9-1-1 contract?

1. The LGA contract permits TELUS to provide NG9-1-1 to a geographic area:

Until an LGA is signed, TELUS cannot deliver NG9-1-1 traffic.

2. There is no cost for NG9-1-1 for government, but there are obligations:

They include mapping information, network security and the operation of a 24/7/365 call centre.

3. TELUS also has obligations under the LGA contract:

Such as infrastructure delivery, feature development, default call routing.

4. LGA contract will require RD/municipality collaboration:

Where RD's/municipalities share or mutually rely on PSAP and/or LGA obligations.

Local Governing Authority (“LGA”) Contracts

Past, present and future



Municipal and Regional District (“RD”) Engagement

Webinars:

- 20 sessions
- 1562 participants
- 3 different topics

Contact Development

- Phone calls
- Emails
- Presentations/meetings



Contract Circulation

- LGA contracts shared with 25 RDs, one municipality (that hires both primary and secondary), 3 multi-region PSAP entities
- Discussions of terms and conditions



Contract Signing

- RD’s will sign LGA then RD’s will sign agreements with member municipalities that handle secondary dispatch
- These agreements will download LGA obligations the RD is assuming to muni’s

Thank you!



Connexus Community Resources Society

In appreciation of our speakers today and with thanks for your contribution, UBCM has made a donation to the Connexus Community Resources Society. The Society provides counselling and primary prevention programs for children, youth and adults in Vanderhoof, Fort St James, and Fraser Lake. They operate a residence for seniors and persons with disabilities, two group homes for adults with special needs, and three social enterprise businesses that provide supportive employment for youth and adults with disabilities.